We claim:

1	1.	For a call	center	having a	nool of	fagents	assigned	to an ir	bound	state and	l a poc	ol of	agents
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- 2 assigned to an outbound state, a method of optimizing a size of a pool of agents assigned to a
- 3 preferred state, where said preferred state is one of said inbound state and said outbound
- 4 state, said method comprising:
- 5 receiving call information from said call center;
- 6 optimizing, based on said received information, said size of said pool of agents
- 7 assigned to said preferred state;
- 8 determining, based on said optimizing, a change in said size of said pool of agents
- 9 assigned to said preferred state; and
- 10 communicating said change to said call center.
- 1 2. The method of claim 1 further comprising:
- 2 receiving agent activity information; and
- 3 if said change indicates an increase in said size of said pool of agents assigned to said
- 4 preferred state, reassigning a number of idle ones of said agents assigned to the other
- 5 state to said preferred state, where said number is equivalent to a magnitude of said
- 6 change.
- 1 3. The method of claim 1 further comprising:
- 2 receiving agent activity information; and
- 3 if said change indicates a decrease in said size of said pool of agents assigned to said
- 4 preferred state, reassigning a number of idle ones of said agents assigned to said
- 5 preferred state to the other state, where said number is equivalent to a magnitude of
- 6 said change.
- 4. The method of claim 3 wherein said reassigning comprises, for a particular idle one of
- 2 said agents assigned to said inbound state:

- determining a frequency of state reassignment; and
- 4 reassigning only if said frequency is less than a threshold.
- 5. The method of claim 1 wherein said preferred state is said inbound state.
- 1 6. The method of claim 5 wherein said received information includes a call rate.
- 7. The method of claim 6 wherein said received information includes a grade of service
- 2 specification.
- 1 8. The method of claim 7 wherein said grade of service comprises a probability that an
- 2 inbound call will be in a queue for a time longer than a specified time period.
- 1 9. The method of claim 8 wherein said received information includes an average call
- 2 duration.
- 1 10. The method of claim 9 wherein said optimizing comprises determining a smallest positive
- 2 integer number of agents assigned to said inbound state for which an Erlang C probability,
- determined given said specified time period, said average call duration and said call rate, is
- 4 equal to or exceeded by said grade of service probability.
- 1 11. The method of claim 1 where said communicating is performed once a pre-determined
- 2 time period and said method further comprises adjusting a length of said pre-determined time
- 3 period based on a rate of change of said received information.
- 1 12. The method of claim 1 where said optimizing comprises determining a theoretical size of
- 2 said pool of agents assigned to said preferred state to meet a required grade of service.
- 1 13. The method of claim 12 wherein said received information includes a sampled grade of
- 2 service and said optimizing further comprises adjusting said theoretical size of said pool of
- 3 agents assigned to said preferred state based on a difference between said sampled grade of
- 4 service and said required grade of service.
- 1 14. A method of initializing a call center comprising:
- determining a maximum size of a pool of agents to be assigned to an inbound state
- 3 given a maximum expected call rate;

5	state to said call center;
6	receiving call information from said call center;
7 8	optimizing, based on said received information, an initial size of said pool of agents assigned to said inbound state; and
9	communicating said initial size of said pool of agents assigned to said inbound state t said call center.
1	15. The method of claim 14 further comprising:
2	determining, based on said initial size of said pool of agents assigned to said inbound state and said maximum size of said pool of agents to be assigned to said inbound
4	state, an initial size of a pool of agents assigned to an outbound state; and
5	communicating said initial size of a pool of agents assigned to an outbound state to
6	said call center.
1	16. The method of claim 14 further comprising inflating said maximum expected call rate to
2	allow said call center to meet a grade of service specification in the event of an instantaneous call rate exceeding said maximum expected call rate.
1	17. An agent assignment server comprising:
2	means for receiving call information from a call center;
3	processor means for optimizing, based on said received information, a size of a pool
4	of agents assigned to a preferred state;
5	processor means for determining, based on said optimizing, a change in said size of
6	said pool of agents assigned to said preferred state; and
7	means for communicating said change to said call center.
1	18. An agent assignment server comprising:
2	a receiver for receiving call information from a call center;

3	a processor operable to:
4 5	optimize, based on said received information, a size of a pool of agents assigned to a preferred state;
6 7	determine, based on said optimizing, a change in said size of said pool of agents assigned to said preferred state; and
8	a network interface for communicating said change to said call center.
1	19. An agent assignment server operable to:
2	receive call information from a call center;
3 4	optimize, based on said received information, a size of a pool of agents assigned to a preferred state;
5 6	determine, based on said optimizing, a change in said size of said pool of agents assigned to said preferred state; and
7	communicate said change to said call center.
1 2	20. A computer readable medium for providing program control to an agent assignment processor, said computer readable medium adapting said processor to be operable to:
3	receive call information from a call center;
4 5	optimize, based on said received information, a size of a pool of agents assigned to a preferred state;
5 7	determine, based on said optimizing, a change in said size of said pool of agents assigned to said preferred state; and
3	communicate said change to said call center.